

FIG.1

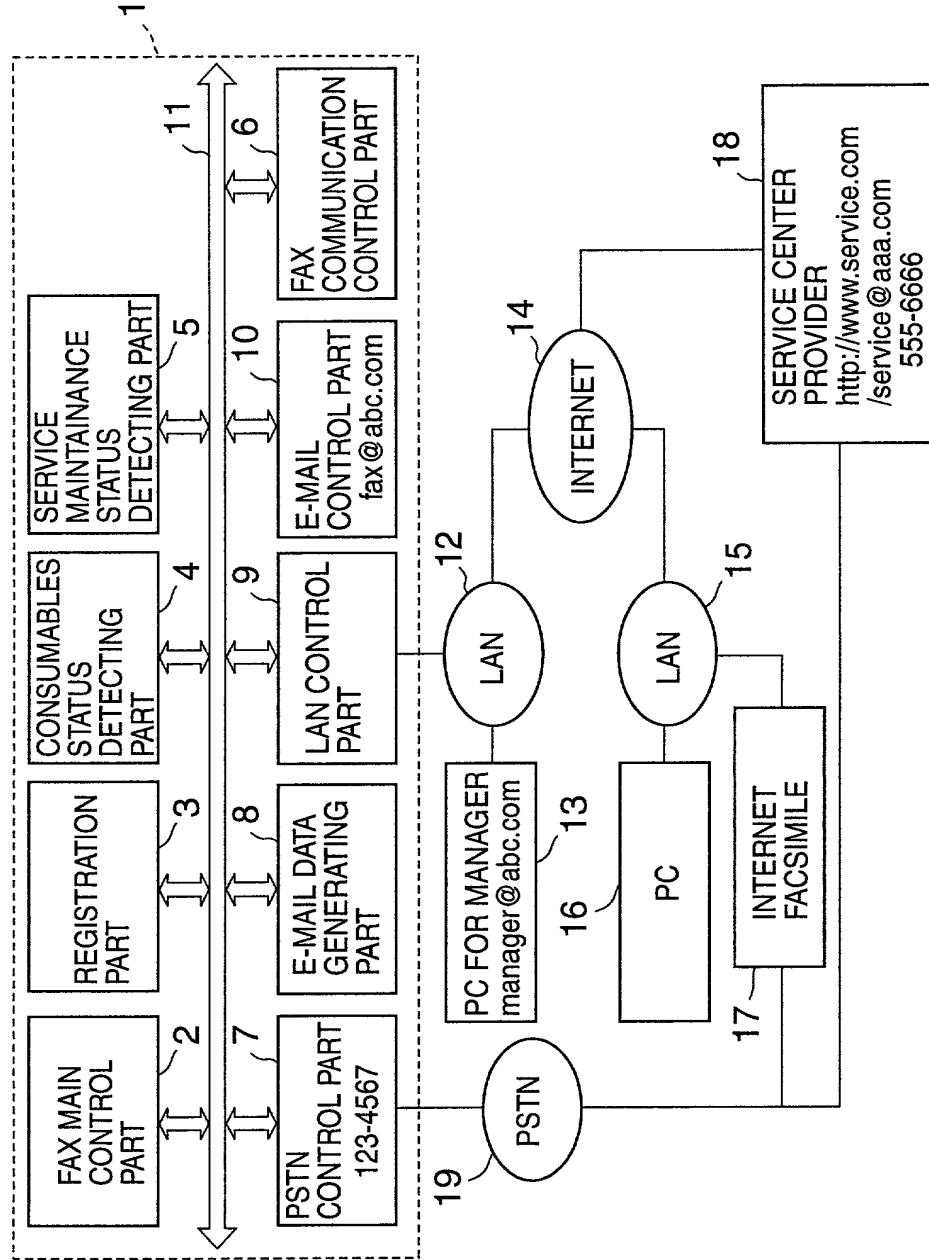


FIG.2

TERMINAL INFORMATION	SERIAL NO.	0987654321
	E-MAIL ADDRESS	fax@abc.com
	FAX NO.	123-4567
MANAGER INFO	ADDRESSER INFO	ABC SYSTEMS CO.LTD. BUSINESS DEPT.
	E-MAIL ADDRESS	manager@abc.com
SERVICE CENTER INFO	E-MAIL ADDRESS	service@aaa.com
	FAX NO.	555-6666

# FIG.3

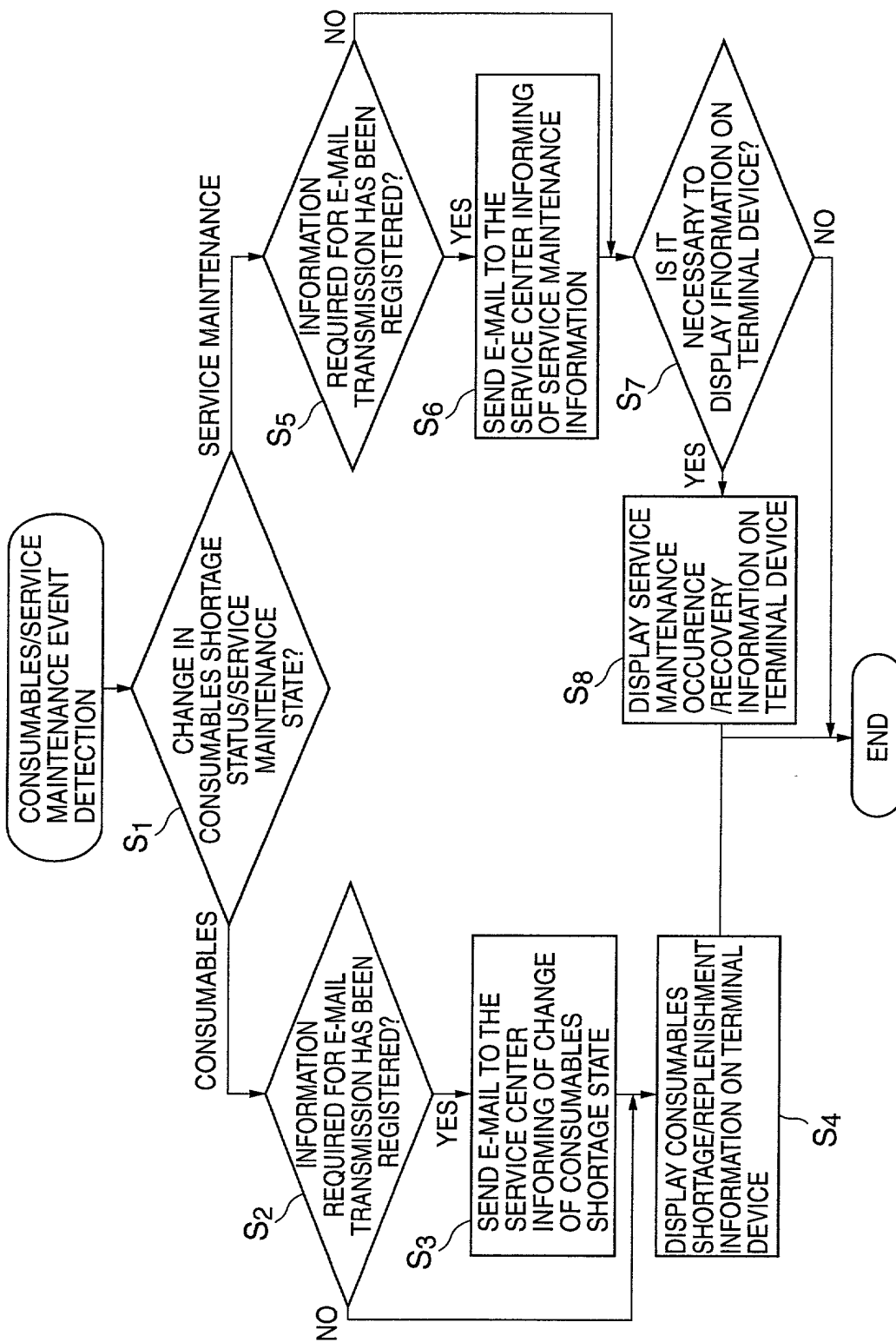


FIG.4A

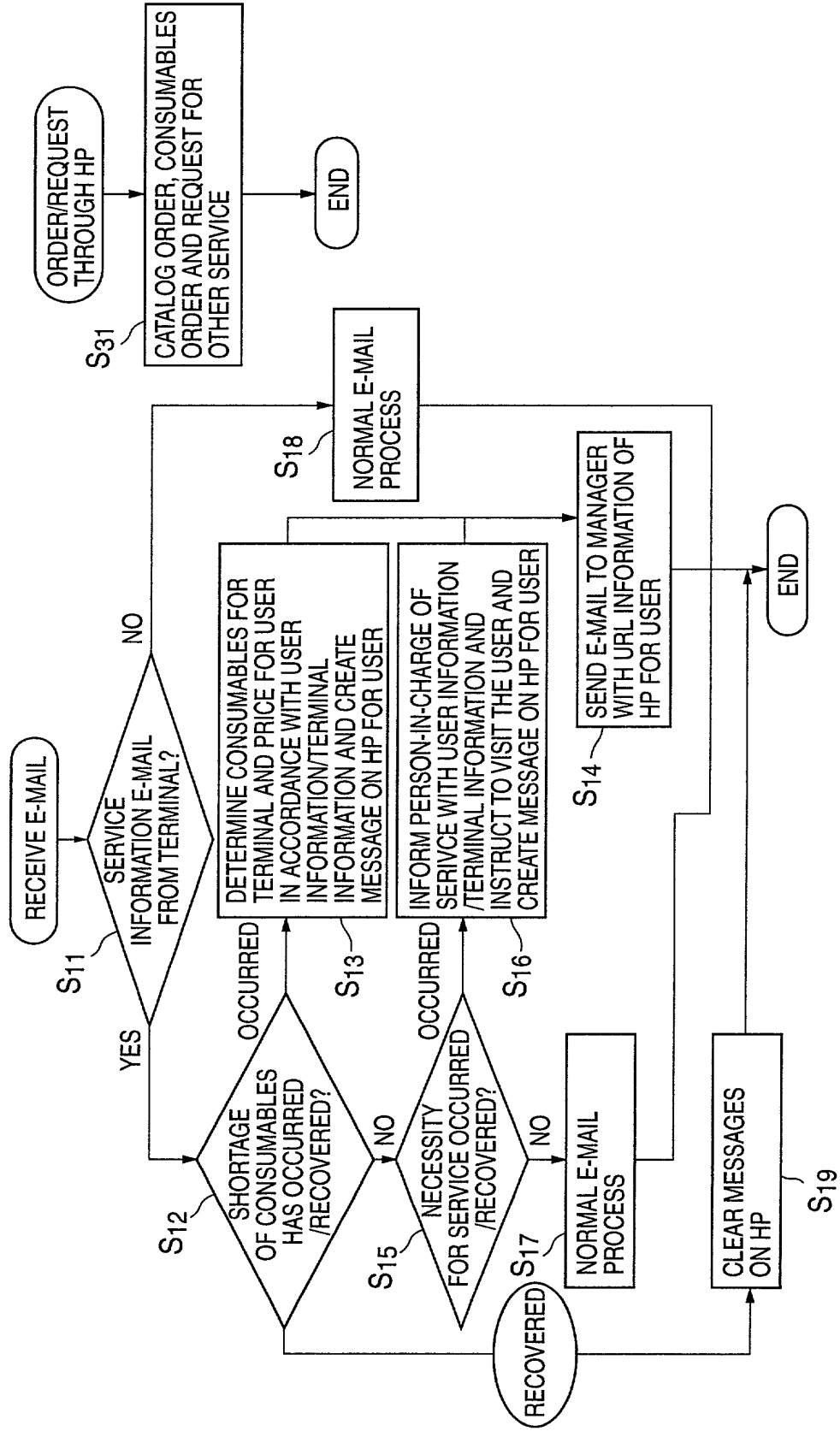


FIG.4B

FIG. 5

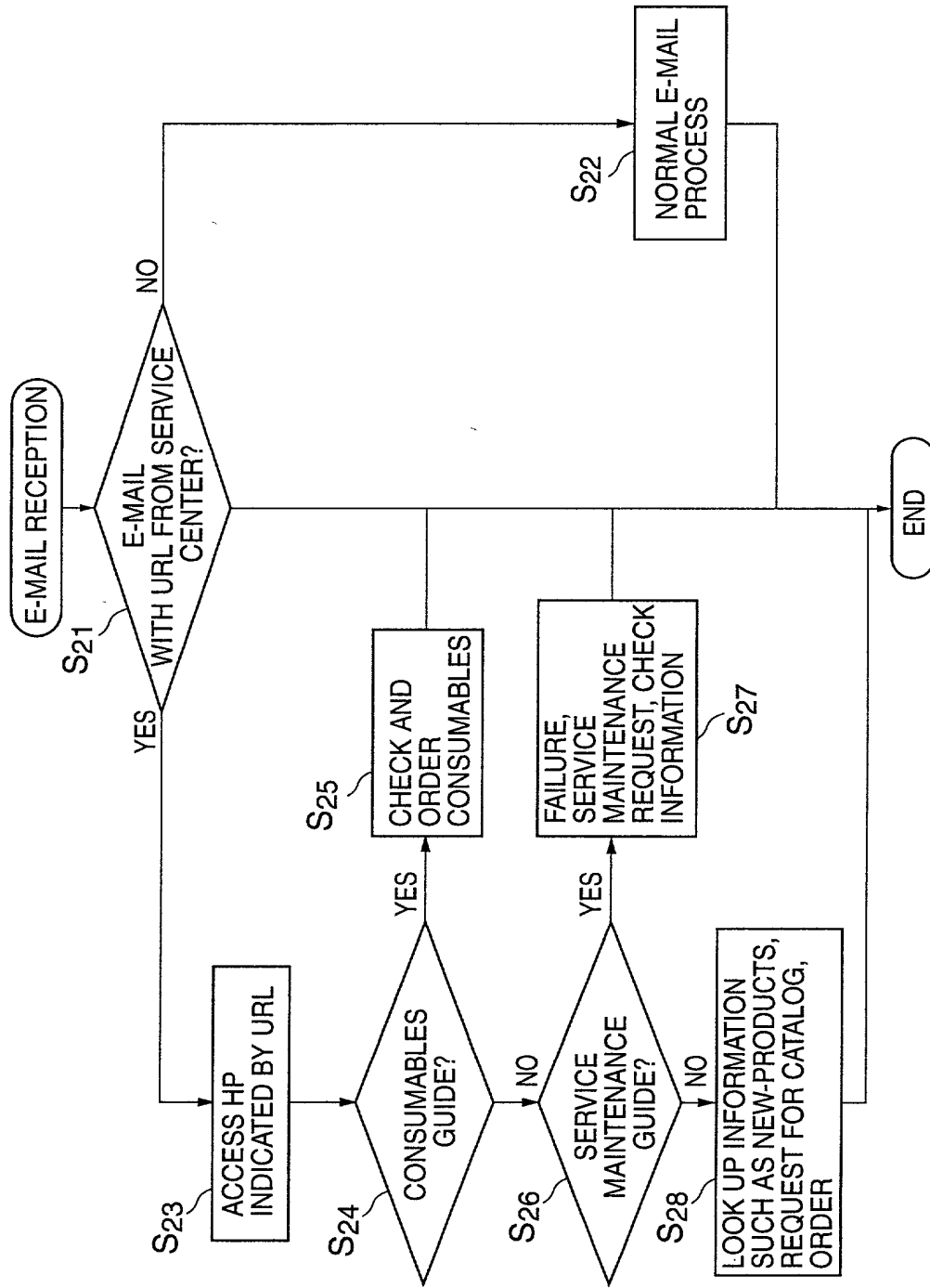


FIG.6

■ PLEASE REPLENISH TONER  
TRANSMISSION NOW POSSIBLE

To : service@aaa.com

From : fax@abc.com

Subject : SERVICE MAINTENANCE INFORMATION

=====

SERVICE MAINTENANCE INFORMATION

REPLACE CONSUMABLE ARTICLE : TONER SHORTAGE OCCURRED← (CHANGES TO RECOVERY UPON RECOVERY

NAME OF CONSUMABLE ARTICLE : TONER TYPE 2

SERVICE CALL : --

ERROR CODE : --

COUNTER INFORMATION

WRITE COUNTER : 15045

READ COUNTER : 16403

TRANSMISSION COUNTER : 13002

RECEPTION COUNTER : 12034

USER INFORMATION

USER MANAGER E-MAIL : manager@abc.com

TERMINAL INFORMATION

SERIAL No. : 0987654321

:  
:

FIG.7

■ HEATER OUT OF ORDER CANNOT PRINT OUT  
TRANSMISSION NOW POSSIBLE

To : service@aaa.com

From : fax@abc.com

Subject : SERVICE MAINTENANCE INFORMATION

SERVICE MAINTENANCE INFORMATION

REPLACE OF CONSUMABLE ARTICLE : --

NAME OF CONSUMABLE ARTICLE : --

SERVICE CALL : HEATER ERROR OCCURRED← (CHANGES TO RECOVERY UPON RECOVERY

ERROR CODE : 5-51

COUNTER INFORMATION

WRITE COUNTER : 15045

READ COUNTER : 16403

TRANSMISSION COUNTER : 13002

RECEPTION COUNTER : 12034

USER INFORMATION

USER MANAGER E-MAIL : manager@abc.com

TERMINAL INFORMATION

SERIAL No. : 0987654321

:

## FIG. 8

To : manager@abc.com  
From : service@aaa.com  
Subject : AAA CO. LTD. SERVICE INFORMATION  
=====

Sirs,

We inform you that your facsimile ML4500 is in short of toner.  
Please see homepage indicated by the URL indicated below for more details  
of ordering procedure and prices of the toner.

<http://www.aaa.com/service/abc>

Truly yours,



## FIG. 9

To : manager@abc.com  
From : service@aaa.com  
Subject : AAA CO. LTD. SERVICE INFORMATION  
=====

Sirs,

We inform you that your facsimile ML4500 has a failure in the heater.  
Please see homepage indicated by the URL indicated below for more details  
of maintenance and repairs of the heater.

<http://www.aaa.com/service/abc>

Truly yours,

## FIG.10

<TITLE>

INFORMATION FROM AAA CO.LTD.

<MESSAGE>

We inform you that your facsimile ML4500 is in short of toner.  
Types and purchasing prices of the toner are as follows:

[DISPLAY PHOTOS AND PRICES]

To order toner, please specify an amount and press button below.

[DISPLAY AMOUNT AND BUTTON]

Time and date of delivery is as follow:

[TIME AND DATE OF DELIVERY]

<GUIDES>

[NEW-PRODUCT INFORMATION]

[CAMPAIGN INFORMATION]

## FIG.11

<TITLE>

INFORMATION FROM AAA CO.LTD.

<MESSAGE>

We inform you that the facsimile ML4500 used by the business department of ABC Systems Co. Ltd., has a failure in the heater and thus printing operation is not possible.

However, transmitting operation is possible.

Documents received but not yet output can be transferred to other facsimile device by a document transfer function. Please follow this instruction -> [TRANSFER OPERATION HELP]

Presently, the person-in-charge of service is preparing to visit your place for repairs.

We shall inform you about time and date of repairs before visiting your place. Please wait until we call you.

Please note that you are under maintenance contract and thus this repair is free of charge.

<GUIDES>

[NEW-PRODUCT INFORMATION]

[CAMPAIGN INFORMATION]

## FIG.12

<TITLE>

INFORMATION FROM AAA CO.LTD.

<MESSAGE>

We inform you that three years has elapsed since the purchasing date of the facsimile ML4500 used by the business department of ABC Systems Co. Ltd.,. The number of received and transmitted by your facsimile has exceeded durable number of sheets of ML4500.

We inform you of a new purchasing and replacing campaign.

Our products will be offered at 30% discount of the normal prices for one month from now.

[PICTURES AND INFORMATION ABOUT PRODUCTS UNDER CAMPAIGN]

<GUIDES>

[NEW-PRODUCT INFORMATION]

[CAMPAIGN INFORMATION]